

FIG. 1

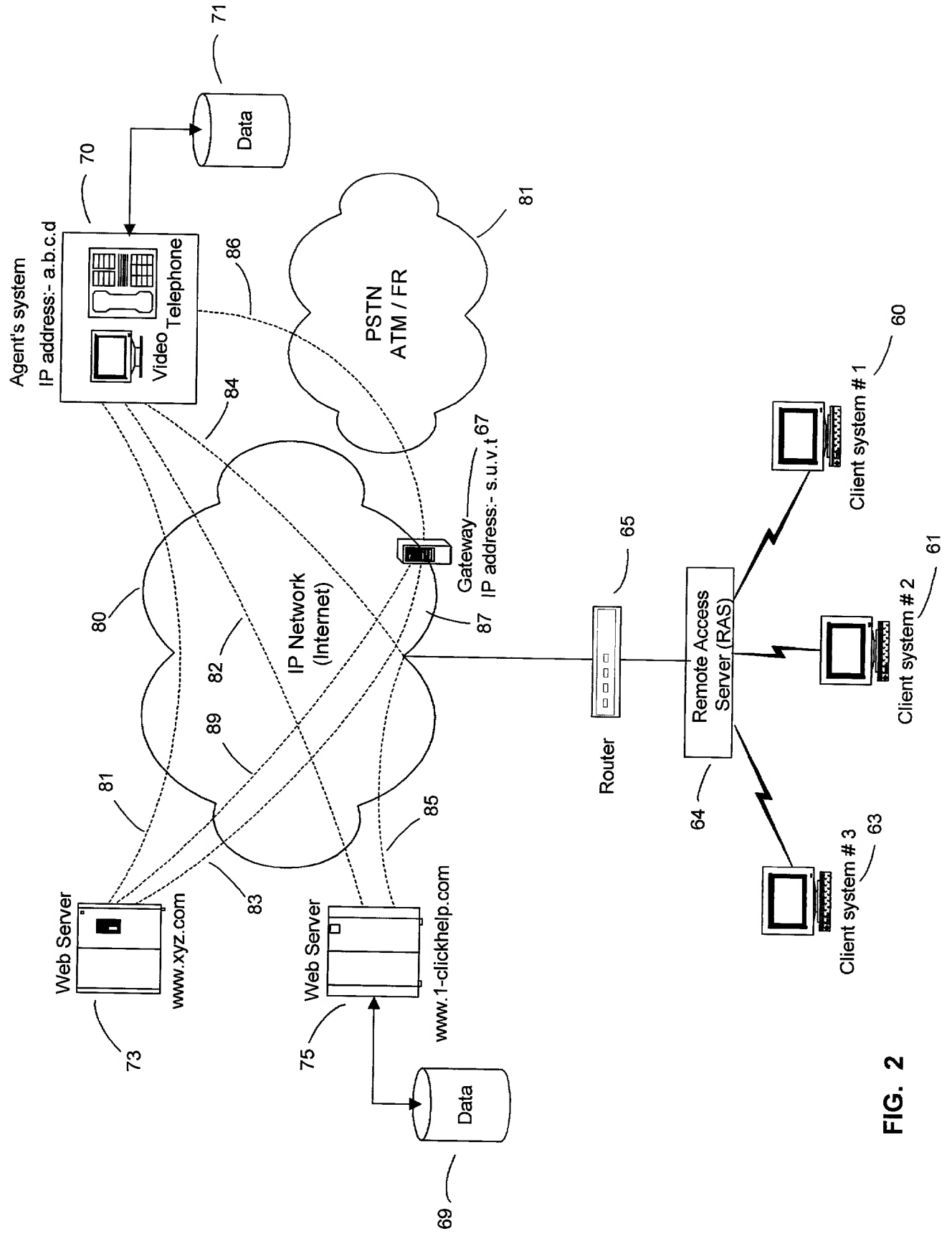


FIG. 2

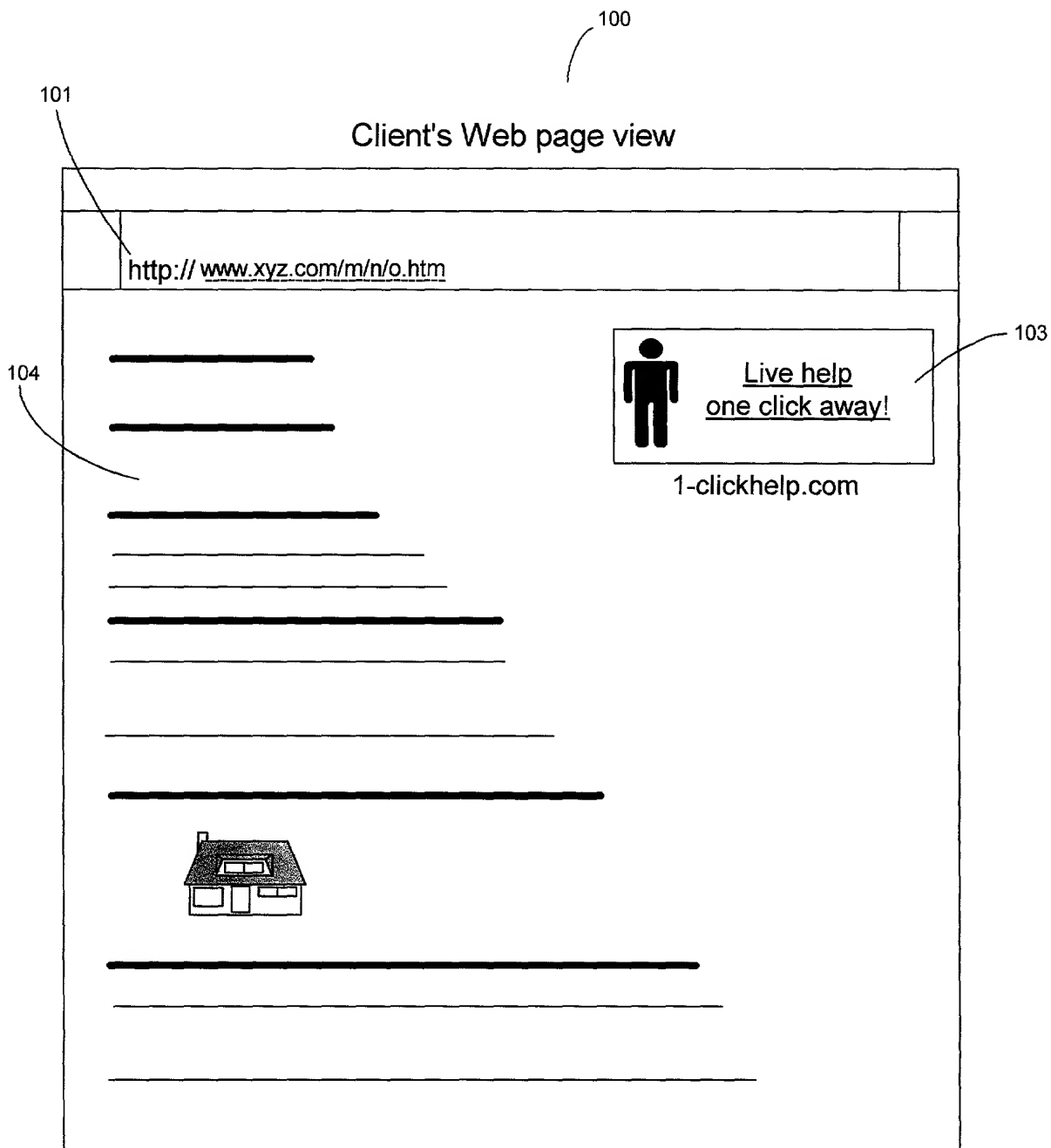


FIG. 3

110			
1111-clickhelp.com database			
113Serial # 1234567			
Hyperlink address	115Agent's IP address	117Profile #	119Reg. Name
http:// <u>www.xyz.com</u>	a.b.c.d	123456	Mr. Smith
		123457	Mrs. Smith
http:// <u>www.uvw.com</u>	e.f.g.h	789012	Mr. Smith
http:// <u>www.rst.com</u>	m.n.o.p	345678	Mr. Smith
Serial # 1234568			

FIG. 4

FIG. 5

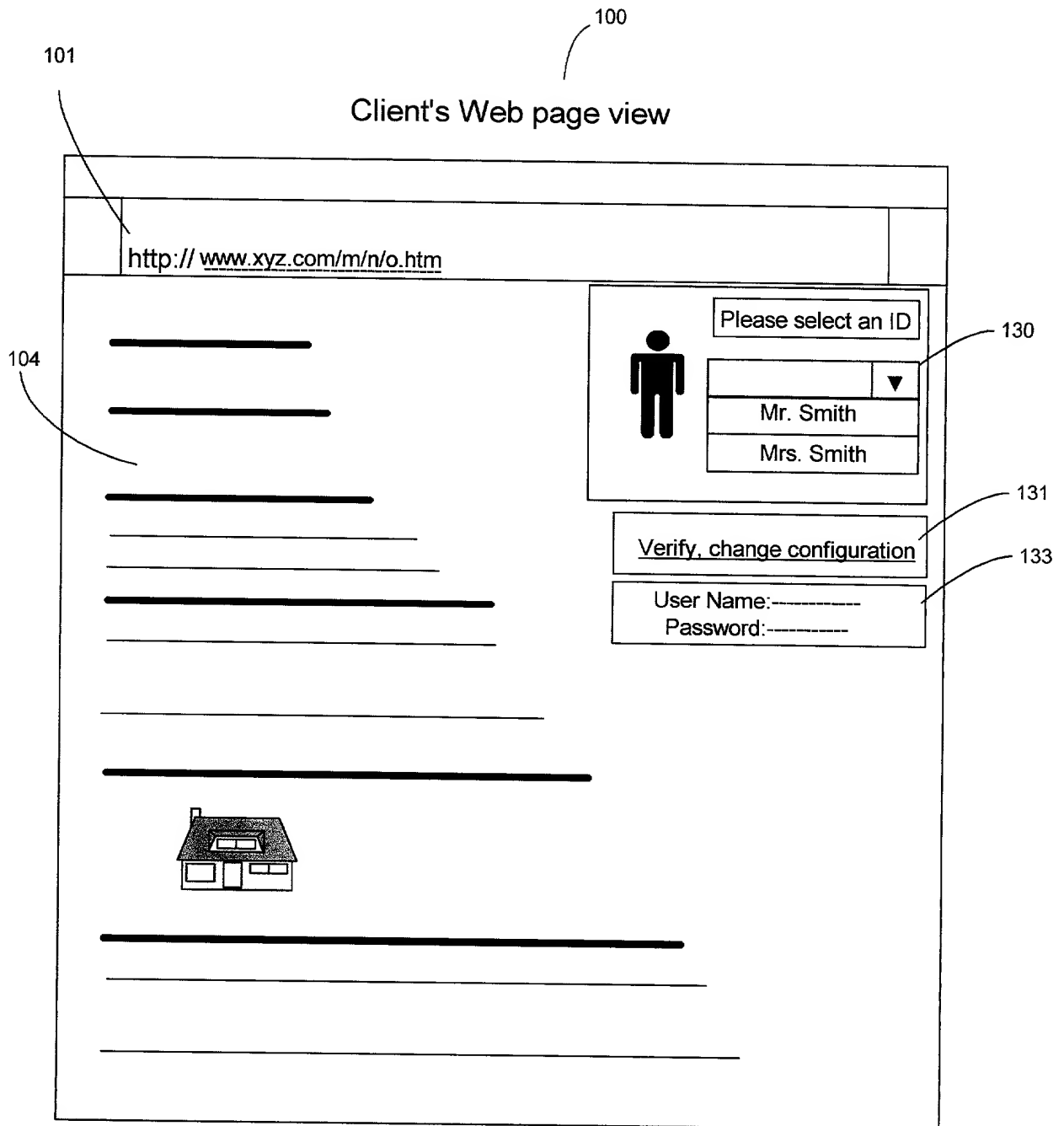


FIG. 5

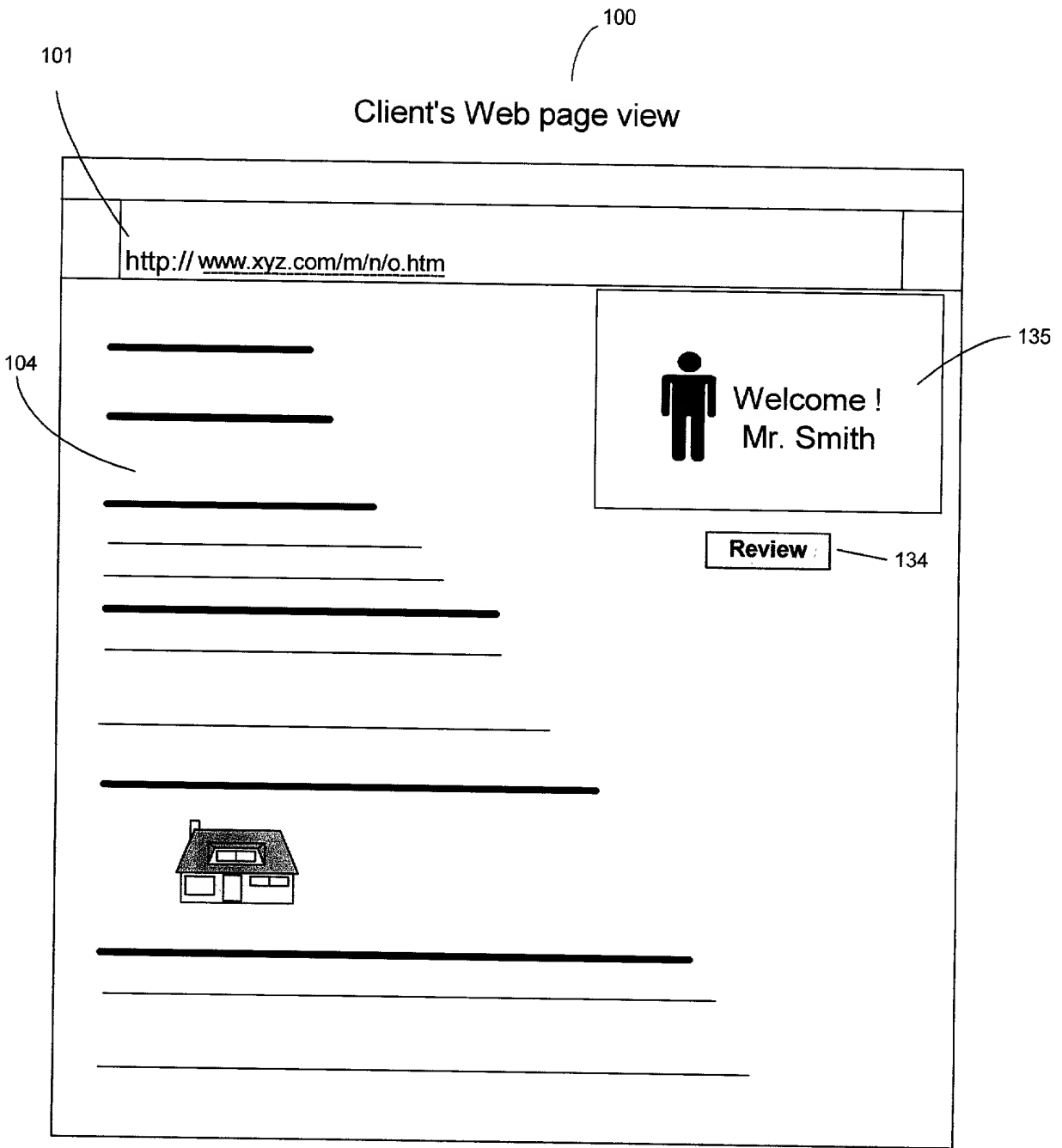


FIG. 6

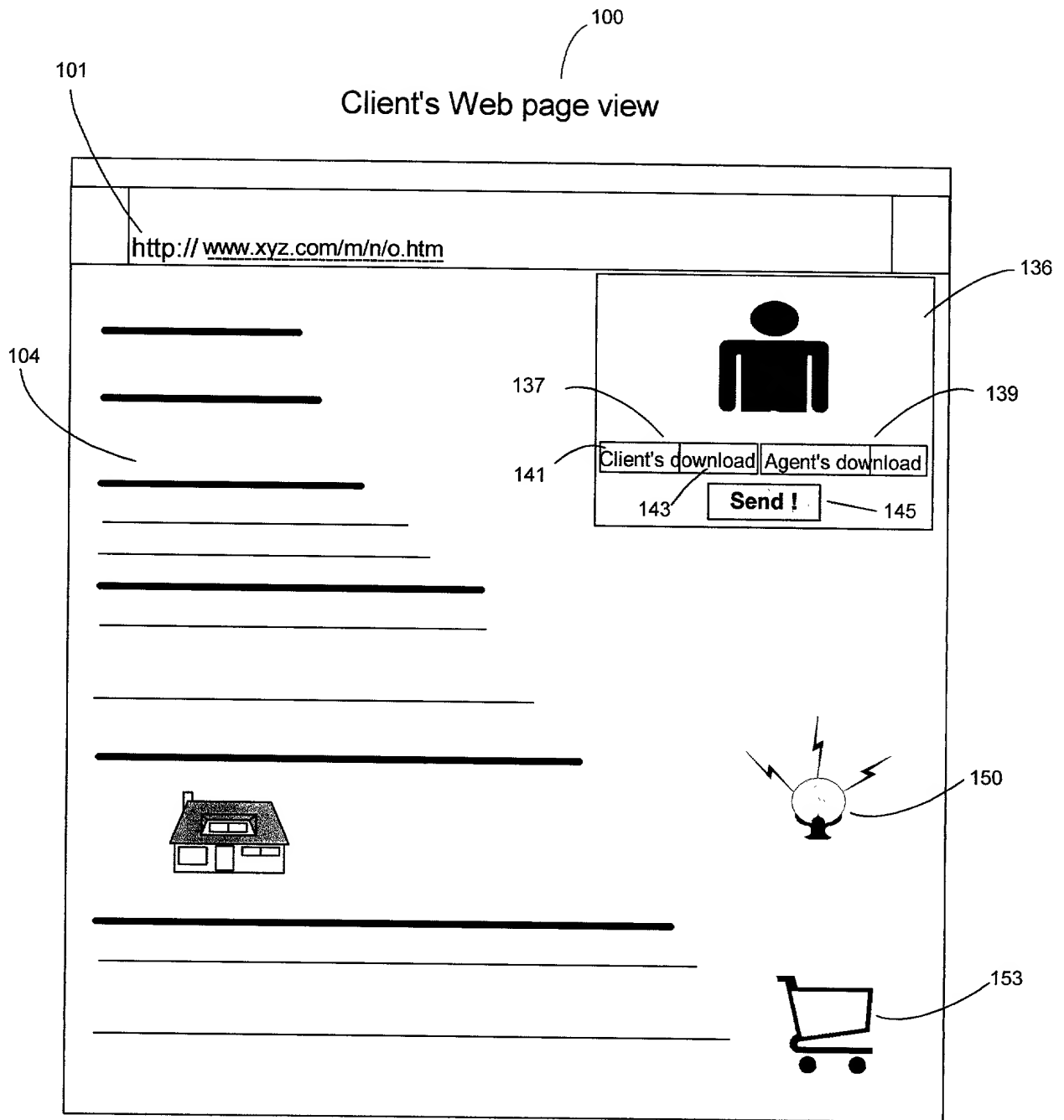


FIG. 7

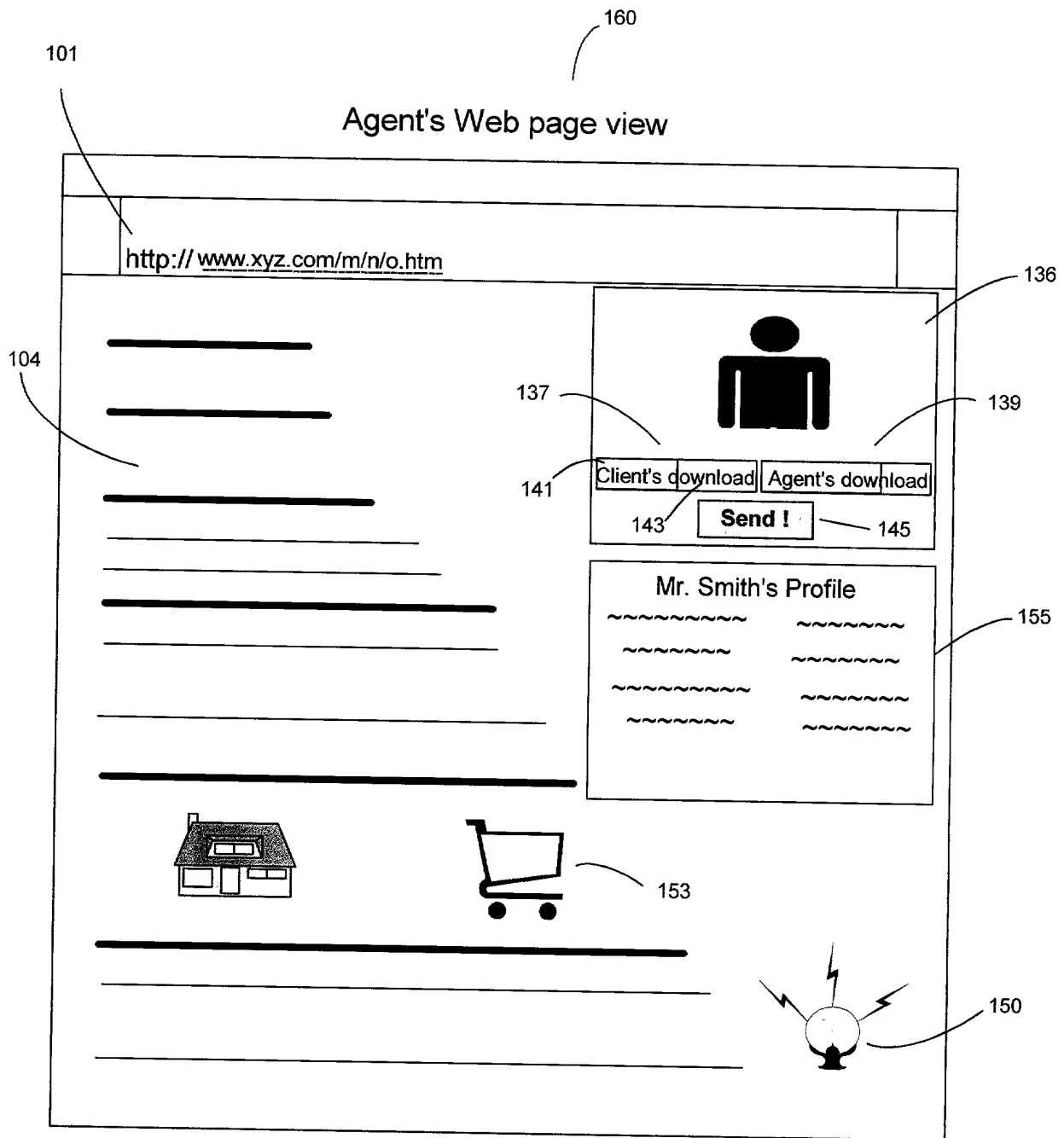


FIG. 8

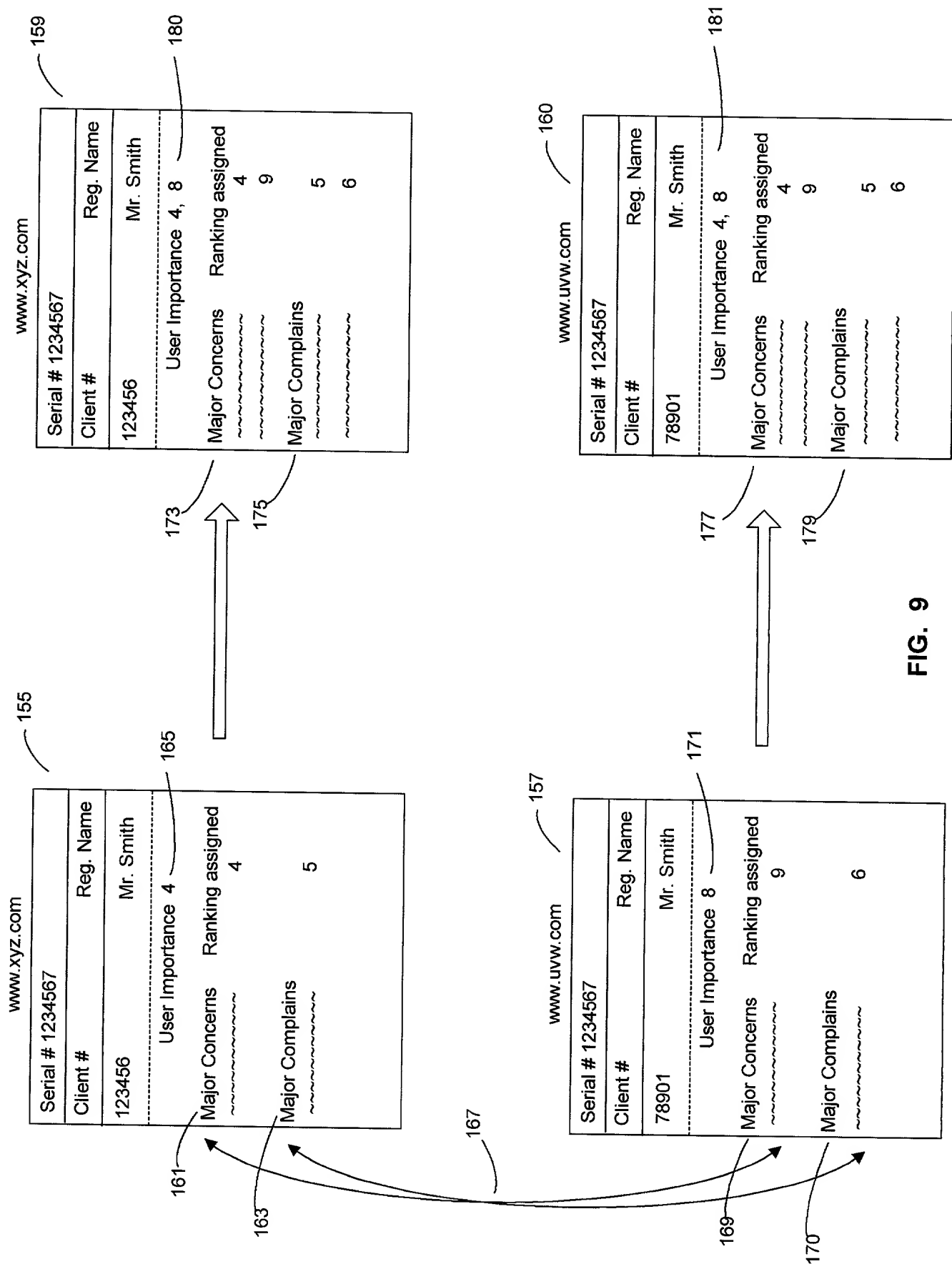


FIG. 9

Voice/video Priority Algorithm

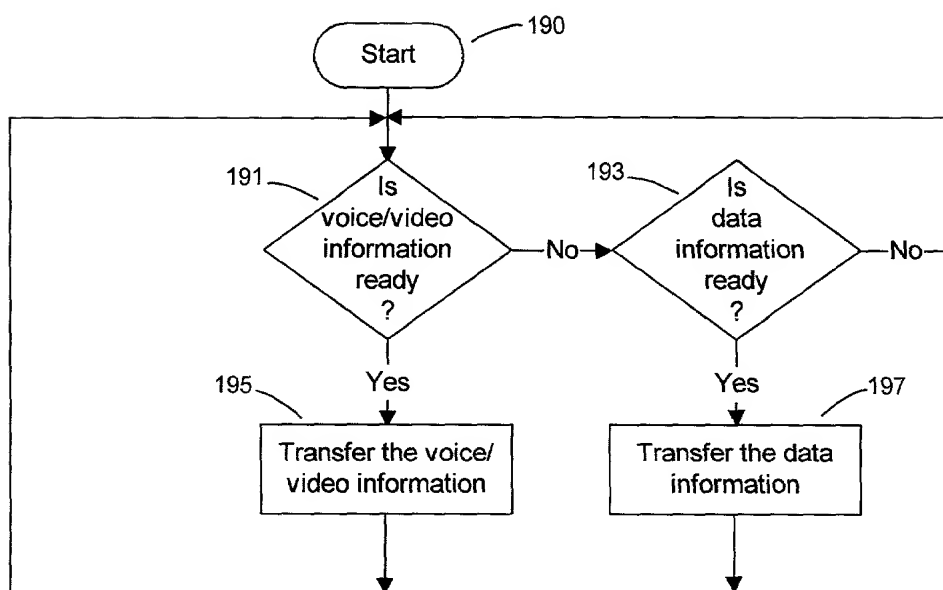


FIG. 10